


THE POSSIBILITIES ARE INFINITE **FUJITSU**

# The Holy Grail of Effective Change Management

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## Dimensions – an MIS?

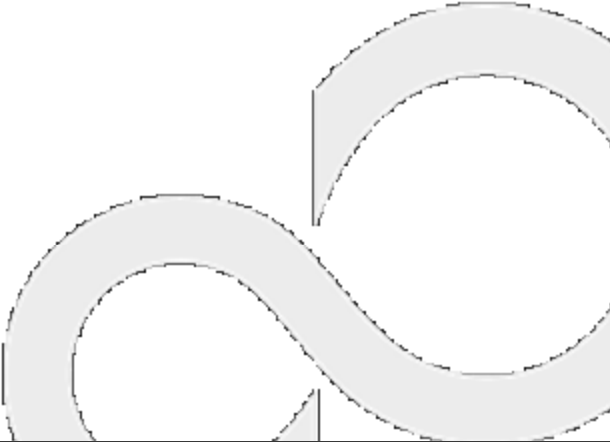
David H. Clarke  
Steve Ransom



**Introduction** **FUJITSU**


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∅ Steve Ransom – Serena Software



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## Agenda



- ∅ Who I am
- ∅ What our business is
- ∅ The role of Dimensions
- ∅ Why we are doing this
- ∅ Where Dimensions fits
- ∅ Dimensions Integration
- ∅ Why we need to integrate
- ∅ Why we use Dimensions
- ∅ A typical scenario
- ∅ Benefits & opportunities
- ∅ Summary

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## Who I am?



- ∅ Engineer - Electronic, Hardware, Software, Networks
- ∅ Project & Programme Management
- ∅ Involved in CM since 1988
- ∅ Possibly the longest serving user of Dimensions (PCMS) !!
- ∅ Set up many of the Fujitsu Services installations around the world
- ∅ Operated as an internal/external CM / Dimensions consultant
- ∅ Process consultancy
- ∅ Now the CM Manager of one of the largest programmes in Fujitsu Services

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What is our business?

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- ∅ Supplying & managing the IT Infrastructure for a large government department – 100's of sites, 10's of thousands of users
- ∅ Components of the overall service:
  - Catalogue management
  - Quotation process for new services
  - Server, Desktop, Network design
  - Application packaging
  - Provision of Telephony, Cabling and related Building services
- ∅ Managing the implementation & rollout of the above
- ∅ Provision of Help Desk service
- ∅ Incident & Problem Management

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The role of Dimensions?

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- ∅ To help underpin business information by:
  - Expanding the role of Dimensions in the business
  - Extending Dimensions' reach across the service delivery environment
  - Exploiting Dimensions' capabilities as a Management Information System (MIS)

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Why are we doing this?

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- ∅ We're doing this because we:
  - Need adequate tools to manage the business
  - Need to understand the extent & cost of change
  - Need to be able to understand resource requirements & plan accordingly

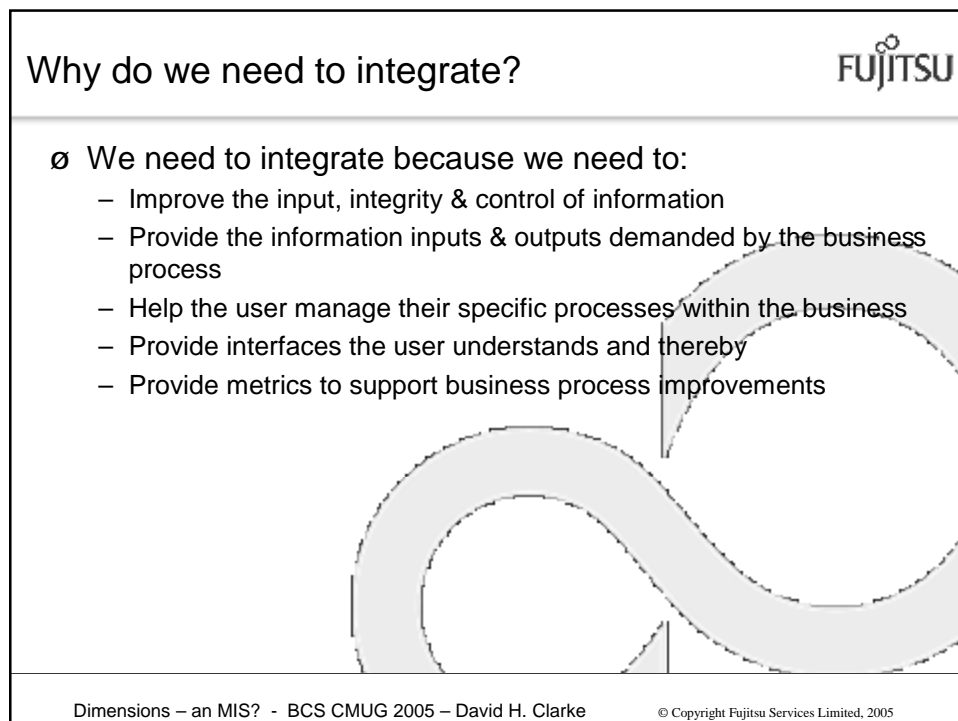
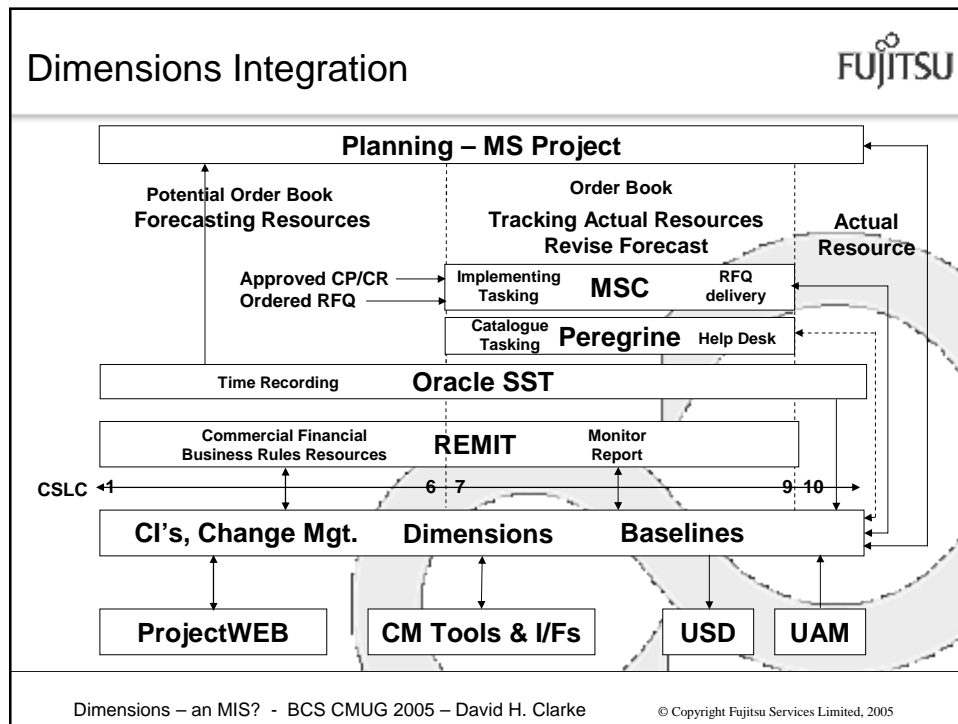
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So where does Dimensions fit?

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- ∅ Dimensions is positioned:
  - In the business, within the programme office
  - Alongside quality, planning, risk management, software licensing
  - Integrating with corporate & local tools
- ∅ Supporting:
  - Customer quotation management
  - Business change management
  - Infrastructure design, development & release
  - Application packaging & release
- ∅ And integrating with service delivery environment:
  - Operation change
  - Unicenter Software Delivery
  - Unicenter Asset Management

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## Benefits & opportunities of this approach?



- ∅ Enable tight control of configuration & change management
- ∅ To help us understand what has been delivered a result of a customer change
- ∅ To provide the basis for configuration audits of the live estate against the baselined models in Dimensions
- ∅ To help us understand forecast/actual resources & timescales
- ∅ Support forward planning based on stored history
- ∅ Support resource optimisation in line with customer business requirements

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## Summary



- ∅ Properly managed business information supports a successful business
- ∅ Dimensions helps us manage such information
- ∅ Dimensions provides the capability to integrate the business & service delivery areas
- ∅ Closed loop control between these areas is therefore feasible & being implemented
- ∅ End-to-end configuration & change management becomes a reality
- ∅ Dimensions is a business critical tool in our environment!

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## FUJITSU

### Tool Roles

∅ Catalogue Ordering & Implementation	∅ Request Management
∅ Customer Quotation Management	∅ Prototyping
∅ Software Licensing	∅ Requirements Management
∅ Change & Configuration Management	∅ Project Management
∅ Time Recording	∅ Modelling
∅ Project Planning	∅ Development
∅ Application Packaging	∅ Change & Configuration Management
∅ Infrastructure Design & Development	∅ Asset Management
∅ CM Data Processing Utilities	∅ Testing Management
∅ Operational Change Implementation	∅ Release Management
∅ Software Delivery	∅ Deployment
∅ Asset Management	∅ Help Desk
∅ Help Desk	

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### Integration the key – whatever you do!

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